

Terms & Conditions

By sending cremation ashes, hair, flowers or breastmilk to Bella's Lockets you are agreeing to the following terms and conditions.

You are responsible for ensuring that your loved ones' ashes, hair, flowers or breastmilk arrive safely and intact. We strongly advise that you follow the delivery instructions in your confirmation email.

Turn around time - our turn around time varies depending on how busy we are. We try our best to get all orders made and dispatched within 2-3 weeks from the date we receive your loved ones ashes/hair etc. For a more accurate time frame please email us on bellaslockets@outlook.com

I may use photographs of your finished jewellery for advertising purposes. If you are not happy for me to do so then please let me know at the earliest convenience.

All jewellery is bespoke and unique to each individual order. Photos used for advertising are examples only and I cannot guarantee your jewellery will look exactly the same although I do try my best to keep all jewellery similar.

Any remaining hair, ashes, flowers or breastmilk powder will be posted back to you with your keepsake.

Please follow your jewellery/keepsake care guide sent out with all orders. I only use top quality materials and if properly cared for your special keepsake will last a lifetime.

Sterling Silver will last a lifetime with regular care and polishing, I do recommend that all jewellery be sent back to me every 1-2 years for a thorough clean where I can sand out any imperfections and get your silver looking new again.

Some items on my website are rhodium plated. Rhodium plated means jewelry made from a base metal of silver is coated in a thin layer of rhodium for extra strength and luster. Jewelry plated in rhodium is shinier and more durable than other metals. Rhodium plating does not scratch, dent, or corrode and retains its luster but over many years the plating can wear away and may need to be replated. Once the plating wears away the silver underneath will be exposed and can be kept looking shiny and new by polishing regularly.

Returns Policy- Because all jewellery and keepsakes are made specifically for you with the inclusion of your choice Bella's Lockets is unable to accept returns or issue any refund. However if an item becomes defective or you are not happy with your keepsake in any way then please get in touch and I will repair or replace the item free of charge.

I do not offer a lifetime guarantee with your jewellery and any jewellery that is damaged or becomes defective after 12 months will be your responsibility to get fixed.

Thank you for your continued support.

Leanne - Bella's Lockets.